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From: sandra_castro-nguyen@non.agilent.com
Sent: Friday, April 06, 2012 11:15 AM
To: Hanchett, James (DPH)
Subject: RE: Pump Return Question

Jim,

Do you have the original order number from Agilent to Government Scientific? I would need that number in order to do the zrec,i.e. return request. Since Government Scientific made the purchase, the zrec would go through them. You might want to check with them regarding their procedure for returning for credit.

Please do not hesitate to contact me if I can be of any further assistance.

Kindest regards,
Sandra

From: Hanchett, James (DPH) [<mailto:james.hanchett@state.ma.us>]
Sent: Friday, April 06, 2012 6:25 AM
To: CASTRO-NGUYEN,SANDRA (Non-A-SantaClara,ex1)
Subject: Pump Return Question

Hi Sandra,

I spoke with you about a vacuum pump (G3170-80025) purchase on 3/15 and received quote # 1187610, because of State purchasing rules I could not order pump directly from Agilent. I used an outside party and purchased through Government Scientific PO # 1220551. How can I return old Agilent pump to you for the \$701.00 credit to?

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